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ABSTRACT

To explain why member libraries were failing to fill interlibrary loan requests, this study surveyed 26 public, school, community college, university, and special libraries throughout the Cooperative Information Network (CIN). The study was designed to discover: which libraries were chosen for loans, how soon patrons wanted loan information, how long it took to fulfill patron's request, the effectiveness of the source choice, and material (by subject area) that was not available. It was determined that CIN was fulfilling its major objective of providing better library service to all its constituents, but there was room for improvement in the number of non-filled requests with no reply (32% in this study). Study results are presented in 14 statistical tables. (DS)

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COOPERATIVE INFORMATION NETWORK
INTERLIBRARY LOAN NON-FILLED REQUEST STUDY

A Report Prepared
for the
Cooperative Information Network
of
Santa Clara, San Mateo,
Monterey, and Santa Cruz Counties

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COOPERATIVE INFORMATION NETWORK
INTERLIBRARY LOAN NON-FILLED REQUEST STUDY

BACKGROUND

The Cooperative Information Network, under the acronym CIN, at present encompasses four counties: Santa Clara, San Mateo, Monterey, and Santa Cruz. It has over 250 member libraries and resources of over eight million volumes. Its primary objective is to provide better library service by offering broad access to materials and reference resources throughout the four counties. Not yet three years old, CIN has proved that it is a viable, important force in providing library services to its varied constituents.

In 1969, a group of concerned librarians in Santa Clara County began exploratory discussions on the possibility of creating a network which would give maximum access to all library resources in the county for the benefit of all. It was not until September 1972, however, that the Cooperative Information Network officially began operations. Funded under LSCA Title III, federal legislation designed to coordinate resources and services across all types of libraries within each state, CIN was a logical link in the implementation of the California Library Network: a Master Plan. As such, these federal funds, granted through the State Library, are administered by the City of Santa Clara, without charge, as the fiscal agent.

From the start, when it became apparent that some 80 libraries in Santa Clara County were willing to participate in the network, there was general agreement by the elected Board of Directors that one basic element should be the creation of prime information nodes. To further this, seven teletype terminals were installed, which, when added to the existing public library facilities, allowed CIN twelve bases on which to extend its hierarchical services.

This enabled CIN to extend further library services in the county with the two already well established regional library services and also to call upon the operational link with the Bay Area Reference Center (BARC) through the San Jose Public Library.

The CIN network was extended in July 1973 when San Mateo County agreed to join and adequate funding was granted for the fiscal year 1973-74. Both counties, through their elected representatives, agreed that the joint venture would enrich existing programs. The following year, July 1974, the neighboring counties of Monterey and Santa Cruz joined CIN when LSCA Title III funds were granted to extend the network to a four county project and also to add the services of an existing network, Monterey Bay Area Cooperative (MOBAC).

Each county, or group of counties, governs its activities through a local Board of Directors, elected to office for three year terms. In turn, these Boards meet as a full council, bi-monthly, to discuss mutual problems and to provide guidance in extending library services to the four counties. Santa Clara and San Mateo Counties each have their own Boards and one full time Program Coordinator serving both. Monterey and Santa Cruz Counties formed one group or district and have a half-time Program Coordinator. Included in the list of over 250 members are libraries of all types: university and college, community college, public, school, special and institutional. Each benefits from prompt access to resources of information.

Although the network was extended through installation of TWX terminals, the majority of the member libraries still are non-TWX institutions. As a result, their reference activity and use of the Network is done by mail and telephone. The statistics of Network use submitted monthly to the full-time Program Coordinator both for TWX and non-TWX libraries indicate that the Network is

being used more and more. To research this upward trend, the CIN Council in January 1975 approved a project called, "The CIN-Interlibrary Loan Non-Filled Request Study" and a consultant was appointed after the proposal was approved (Appendix A)

METHODOLOGY

The objective of the study was to analyze the results of the query "Are the existing interlibrary loan arrangements handling the needed requests from local patrons in each type of library--academic, community college, public, school, or special". The monthly statistics submitted to the Program Coordinator show only that requests are made, are filled, are not filled, or are not available. The extent to which the librarian attempts to locate the desired material and the choice of libraries to which the request is made is never given. As a result, the study of selected libraries in the four counties to determine the reasons for ILL non-filled requests seemed both valid and necessary for future planning

The decision to include 26 libraries in the survey was made by the Program Coordinator and the Consultant. As the largest libraries in the four counties and those with supposedly the most requests, the three academic institutions in Santa Clara County were included:

San Jose State University
Stanford University
University of Santa Clara

as were:

Menlo College and School of Business
Monterey Institute of Foreign Studies
University of California, Santa Cruz

The following libraries were also added:

1. Community College from each County

   College of San Mateo (San Mateo)
   De Anza College Learning Center (Cupertino)
   Hartnell College (Salinas)
   Monterey Peninsula College (Monterey)

2. Public Library from each County

   Salinas Public
   San Mateo County Free (Belmont)
   Santa Clara County Free, Research Center (Cupertino)
   Santa Cruz Public

3. School District from each County

   Jefferson Elementary School District (Daly City)
   Pajaro Valley Unified School District (Watsonville)
   Salinas City School District, District Library Center
   Santa Clara County Unified School District (Santa Clara)

4. Special Library (profit) from each County

   Alza Research (Palo Alto)
   CTB-McGraw Hill (Monterey)
   Research Center, Stone Institute (Santa Cruz)
   United Airlines (S F. International Airport)

5. Special Library (non-profit) from each County

   Educational Resources Center, San Mateo County Superintendent of Schools (Redwood City)
   Environmental Prediction Research Facility (Monterey)
   Forest History Society (Santa Cruz)
   Santa Clara Valley Medical Center (San Jose)

After selection of the libraries, a letter was forwarded to each Head Librarian asking whether or not he or she would participate in the Interlibrary study. (Appendix B) This was followed a week later (February 20-21) by a telephone call to each librarian, and an appointment was made to visit each personally (or the staff member assigned to the project) to explain the purpose and extent of the study and to deliver the survey material. This was completed during the period of February 24-March 3, 1975. (Appendix C)

Each participant was given a set of instructions and a copy of the survey sheet to maintain the data which included (Appendix D):

1. the library to which the request was made
2. the date the patron made the request
3. the date the interlibrary request was sent
4. the date the material was received in the library
5. the date and reason why the material was not sent.

In addition, each was asked to include copies of the patron request, the ILL request, and the sources checked by the librarian to verify the data. The survey covered a five week period, March 3-April 7, 1975, after which time the completed data was to be sent to the Consultant for analysis and preparation of the report.

Of the twenty-six (26) libraries selected to participate in the survey, five (5) did not do so. San Jose State University declined without explanation. The remaining four indicated that they had no interlibrary loan activity. There were: Monterey Peninsula Community College; Jefferson Elementary and Salinas City School Districts; and Forest History Society, (Special-non-profit). Thus, twenty-one libraries agreed to participate in the study and these were visited personally by the Consultant. However, one other library was dropped, Research Center, the Stone Institute, because the librarian position had been eliminated and the duties were assigned to other staff who knew nothing of the survey.

The CIN/ILL Non-Filled Request Study was planned to establish the following objectives:

1. the places to which the librarian turned for the loan
2. the time frame within which the patron wanted the item
3. the time it took to receive a reply from the library
4. the sources for the loan which were not approached for one reason or another
5. the checking of major California catalogs to see if easy sources could have produced better service
6. the type of material for which we were not able to provide the loan.

The returns from the remaining 20 library participants further eliminated three libraries who reported no ILL activity during the five week period. They were (1) De Anza College Learning Center, (2) Pajaro Valley and (3) Santa Clara County Unified School District. Thus, seventeen (17) libraries remained in the survey and submitted data:

1. Four University and College Libraries
2. Three Community College Libraries
3. Four Public or County Libraries
4. No School District Libraries
5. Three Special Libraries (Profit)
6. Three Special Libraries (Non-Profit)

OBJECTIVE I

The first objective, "The places to which the librarian turned for the loan", is analyzed from various aspects and these are presented in the following Tables I through XII.

OVERALL FILLED AND NON-FILLED REQUESTS

Table I presents an overall comparison of ILL activity during the five week survey period. A grand total of 2,045 requests were processed, 618 items were received, and 1,427 were not filled-70%. The ILL activity ranged;

1. from three requests to over 600
2. from CIN libraries only to mainly outside the four county area
3. from one filled request to over 100
4. from two non-filled requests to over 500

Thus, percentages of non-filled requests from the total requested ranged from 45% to 90%.

A further analysis of non-filled requests ranged from zero to over 300 for which no reply was received for an overall total of 840. This includes ILL requests mailed during the latter part of the survey period with no chance, in most instances, for a reply or for material to be received. Conversely, the analysis of the non-filled ILL requests where reasons were given which

totalled 587 ranged from 2 to over 200. The percentages of non-filled requests with reasons given ran from 24% to 100% or an average of 41%.

OVERALL CIN FILLED AND NON-FILLED REQUESTS

Table II, on the other hand, illustrates the use of CIN library facilities to obtain the data and compares the number of CIN library requests weighted against the total number of requests. Almost 25% of the total requests were made to CIN libraries:

1. Four libraries made all their requests from within the CIN Network:

   Salinas and Santa Cruz Public, CTB-McGraw-Hill, and Educational Research Center, San Mateo.

2. Four more made the major portions of their requests from CIN libraries:

   Menlo College, College of San Mateo, Hartnell College, and Environmental Prediction Research Facility.

3. The remainder had to use sources outside the four counties--from major libraries throughout the United States to the State Library in Sacramento.

Thus, the results are:

1. Total CIN requests (532) range from 3 to almost 200
2. Total filled CIN requests (236) from 1 to over 100
3. Total non-filled CIN requests (296) from 2 to almost 90

It is interesting to note that from total requests to the CIN libraries, the percentages of non-filled requests is from 38% to 83% or an average of 60%. A further analysis of the non-filled requests with no reply received ranged from 0 to 36. This again includes ILL requests made during the latter survey period. More promising, however, is the greater number of non-filled requests, with reasons given, which ranged from 2 to over 50. From a percentage basis, four libraries had a 100% batting average of non-filled requests with reasons: University of Santa Clara, Salinas Public, United Airlines, and Educational Research Center, San Mateo. The remainder were from 14% to 75%. The overall CIN average of non-filled requests with reasons was 52% vs. the 41% cited in Table I.

OVERALL NON-FILLED REQUESTS WITH REASONS

Table III gives the reasons for non-filled requests on an overall basis. As expected, the most frequent reply was that the library did not own the material. The second major reason was that the material was not available or was non-circulating in that particular library. The next two reasons for not being able to fill the ILL request were:

1. The material was not on the shelf and was being searched
2. The material was charged out and a "hold" was being placed for the requesting library.

It is unusual to find that from all the replies received by the requestor (587) only four were for inaccurate or non-verified information. Thus, we note that the total of non-filled requests with no reply received was 840 and the non-filled requests with reasons was 587. As a result, the percentage of non-filled requests with reasons ran 41%. Two libraries (Salinas Public and Educational Research Center, San Mateo) achieved the 100% hit on their non-filled requests with reasons.

OVERALL CIN NON-FILLED REQUESTS WITH REASONS

Table IV analyzes the reasons for non-filled requests made only to the CIN libraries. Here again, the main reply was that the library did not own the material, followed by the not available or non-circulating material. These two were the principal reasons for not filling the ILL request. Again, we find that the total of non-filled requests made to the CIN libraries with no reply received was 144 and the total of non-filled requests with reasons was 152. The percentage of non-filled requests with reasons ran from 20% to 100% for an average of 52%. Four libraries reached the 100% mark on their non-filled requests with reasons made to the CIN libraries: University of Santa Clara, Salinas Public, United Airlines, and Educational Research Center, San Mateo

As the analysis of the data progressed, it became obvious that the non-filled requests with no reply received was, as expected, heavily weighted toward the end of the survey period. There was no opportunity in most instances for the library to reply to the requesting library. As a result, it was apparent that we were not obtaining an accurate measurement of our original query, "Are the existing interlibrary loan arrangements handling the needed requests from local patrons in each type of library". To determine if we were achieving this, the data was analyzed for the first two weeks of the survey period (March 3-14 1975.). An entirely different picture emerged.

TWO WEEK OVERALL FILLED AND NON-FILLED REQUESTS

Table V thus shows the ILL activity on an overall perspective. We note that for the two week period we had a total of 764 requests, about one third the number we noted for the full five week period. These ranged:

1. from 2 requests to 178 vs 3 to over 600 in the full survey period
2. from 1 filled request to 68 vs 1 to over 100 in the full period
3. from zero non-filled requests to 142 vs 2 to over 500 in the full period.

Note that the filled requests were proportionately higher in the shorter period and that the non-filled requests were lower. In turn, the percentages of non-filled requests from the total requested ran from zero to 100% vs 45% to 90% in the full survey period. The average then was 63%, or eight percent lower than for the full five week period.

Further analysis of the non-filled requests for the two week period compared to the full survey ranged from zero to 42 that no reply was received vs 1 to over 300 in the full period. Conversely, the non-filled requests with reasons given ranged from 2 to 108 vs 2 to over 200 in the full period.

The percentages ran from 44% to 100% vs 24% to 100% in the full survey period. Note then that on an overall basis the non-filled requests with no reply were greatly reduced and that the non-filled requests with reasons were not only proportionately greater but the average jumped from 41% to 68%.

TWO WLEK CIN FILLED AND NON-FILLED REQUESTS

Table VI on the other hand shows the use of CIN libraries to obtain the data and compares the number of CIN library requests weighted against the total number of requests:

1. This time, 5 libraries made all their requests from within the CIN network vs 4 in the full survey period: Menlo College, Salinas and Santa Cruz Public, CTB-McGraw Hill, and Educational Research Center, San Mateo.

2. Again four more made the major portion of their requests from CIN libraries vs 4 in the full period: College of San Mateo, Hartnell college, Monterey Institute for Foreign Studies, and United Airlines.

3. The remainder used sources outside the four counties.

The results for the two week period compared to the full five weeks are:

1. Total CIN requests range (199) from 1 to 81 vs 3 to almost 200 in the full period.
2. Total filled CIN requests (98) from zero to 51 vs 1 to over 100 in the full period.
3. Total non-filled CIN requests (101) from zero to 30 vs 2 to almost 90 in the full period.

The percentages of non-filled requests to the total requests to the CIN libraries ran from 20% to 100% or an average of 51%. Again, the total number of filled requests to CIN libraries ran higher and the number of non-filled requests were lower.

Further analysis of the non-filled requests for the two week period compared to the full survey period ranged:

1. from zero to 8 that no reply was received vs 0 to 36 in the full period
2. from zero to 21 that reasons were given vs 2 to over 50 in the full period.

From a percentage basis, eight libraries had a 100% batting average of non-filled requests with reasons vs 4 in the full period. These were Stanford University, University of California, Santa Cruz, University of Santa Clara, Hartnell College, Salinas Public, United Airlines, Educational Research Center, San Mateo, and Santa Clara Valley Medical Center. The remainder were from 25% to 75% vs 14% to 75% in the full period. This again results in a jump in the average from 52% to 66% of CIN non-filled requests with reasons.

TWO WEEK OVERALL NON-FILLED REQUESTS WITH REASONS

Table VII gives the reasons for non-filled requests on an overall basis for the two week period. As shown in Table III, the same reasons are found:

1. The library did not own the material.
2. The material was non-circulating or not available for loan.
3. The volume was charged out and a "hold" was being placed for the requestor.

The total of non-filled requests with no reply received was 153 and the total of non-filled requests with reasons was 325. Percentage wise, then, we note that non-filled requests with reasons cited ran 68% for the two week period compared to 41% for the full survey period. In this case, four libraries had a 100% hit on their non-filled requests with reasons vs two: Hartnell College, Salinas Public, United Airlines, and Educational Research Center, San Mateo.

TWO WEEK CIN NON-FILLED REQUESTS WITH REASONS

Finally Table VIII cites the reasons for non-filled requests to the CIN libraries. Again the two main answers were that the library did not own the material, followed by the library considered the book non-circulating. The total of non-filled requests with no reply received during the two week period was 34 and the total of non-filled requests with reasons was 67.

The percentage of non-filled requests with reasons ran from 25% to 100% for an average of 66%. This figure is again higher than the 52% for the full period. Eight libraries achieved the 100% mark on their non-filled requests with reasons which they made to the CIN libraries vs four in the full period; Stanford University, University of California, Santa Cruz, University of Santa Clara, Hartnell College, Salinas Public, United Airlines, Educational Research Center, San Mateo, and Santa Clara Valley Medical Center.

The two week analysis did produce higher results in percentages of filled requests and non-filled requests with reasons but the extent of the original query was still not being measured precisely, "Are the existing interlibrary loan arrangements handling the needed requests from local patrons in each type of library." Another approach was taken. This time an analysis was made of the filled requests and the non-filled requests with reasons and the figures were combined to produce what was called a "completed transaction." In other words, the patron was satisfied either with the material or a valid reason was given why the library did not supply the book. The results changed significantly as demonstrated in the following analyses of Tables IX-XII.

The completed transaction concept is purely empirical from the data submitted. Unfortunately, we did not ask data from the participating libraries on two questions which could have been answered during the survey period:

1. Was the request completed to the satisfaction of the librarian?
2. Was the request completed to the satisfaction of the patron?

OVERALL COMPLETED REQUESTS

Table IX presents the overall picture of weighting the filled requests and the non-filled requests with reasons against the total transactions for the full five week survey period. From 2,045 requests a total of 1,205 completed

transactions was noted or 59%. A marked increase from the 30% of total filled requests shown in Table I. This unfortunately does not eradicate the 840 or 59% non-filled items with no reply. However, the ILL requests mailed during the latter part of the survey period with no chance for a reply again accounted for this figure.

Two libraries (Salinas Public and Educational Research Center, San Mateo) achieved a 100% record. Only two others were lower than 50%--the San Mateo and Santa Clara County libraries. The remainder ran the range from 53% to 87%.

OVERALL CIN COMPLETED REQUESTS

Table X compares on an overall basis the completed transactions made to the CIN libraries only for the five week period. From a total of 532 CIN requests, 388 transactions were now completed or 73%. This is in contrast to the 40% of filled requests noted in Table II and the 48% of non-filled requests with no reply.

Four libraries reached 100%. These are the University of Santa Clara, Salinas Public, United Airlines, and Educational Research Center, San Mateo. The remainder were from 60% to 82% of completed transactions with only one library, San Mateo County, getting a 37% rating.

TWO WEEK OVERALL COMPLETED REQUESTS

Table XI illustrates on an overall basis the completed transactions made during the first two week period only. From 764 requests, 611 were completed, or 80%. Again a marked increase from 37% of filled requests shown in Table V and the 32% of non-filled requests with no reply.

Five libraries achieved 100%. These were Hartnell College, Salinas Public, United Airlines, Educational Research Center, San Mateo, and Environmental Prediction Research Facility. Seven libraries were in the 80% to 90% range--Monterey Institute for Foreign Studies, Stanford University, University of Santa Clara, University of California, Santa Cruz, San Mateo County, Santa Cruz Public, and CTB-McGraw Hill. Only one; Alza Research was 51%, the remaining four were in the 60% to 70% range.

TWO WEEK OVERALL CIN COMPLETED REQUEST

Table XII shows on an overall basis the CIN completed transactions made during the first two weeks. Here we hit the jackpot! From 199 requests, 154 were completed or 83%. This, compared to the 49% filled requests noted in Table VI and the 34% of non-filled requests with no reply.

Nine libraries of the seventeen hit 100%. These were --Stanford University, University of California, Santa Cruz, University of Santa Clara, Hartnell College, Salinas Public, United Airlines, Educational Research Center, San Mateo, Environmental Prediction Research Facility, and Santa Clara Valley Medical Center. One, San Mateo County, recorded only 33%, with the remaining seven in the 60% to 90% corner.

OBJECTIVES 2 AND 3

Thus far, the study has focused on the first objective,"The places to which the librarian turned for the loan". The next two objectives were:

no. 2 The time frame within which the patron wanted the item.

no.3 The time it took to receive a reply from the library.

Here the data is inconclusive and difficult to chart. Too many factors enter into the picture, i.e., previous requests to one library and then the need to send to another. In fact, many times the requesting library had to call upon

two or more libraries before the information was received or the material was sent or not sent. Many times the requesting library had to send the same request two or three times to the same institution before some type of answer was received.

OVERALL TIME SPAN

Table XIII presents a general overview of the time span from the initial patron request to the receipt of the material or to the reasons for the material not being sent. It is interesting to note that all the participating libraries were able to send out their requests either the same day that the patron made the request or not later than three weeks. The few that had to record a longer period also indicated that it was a follow-up from previous requests. This provided a distorted balance to the time period involved for sending the Ill request. In turn, the filled requests or the date the material was received in the library were noted as either the same day the request was made or the time period ran to one month. This appeared to be the case whether the request was made via TWX, telephone, or ILL form. The non-filled requests with a reason given were received by the requesting library many times on the same day or took as long as three weeks. This column was the most inconclusive because five of the participating libraries either did not record the date they received the information on their survey sheet or did not record the date on the supporting data they submitted. These were University of Santa Clara, Hartnell College, Santa Cruz Public, United Airlines, and Santa Clara Valley Medical Center.

CIN OVERALL TIME SPAN

Table XIV presents the time span for the requests made to the CIN libraries. On the whole, with some exceptions the same data apply here as given in Table XIII. In some instances the dates the material was received in the library were shorter while it took a longer time to obtain a reason why the volume was not sent. No explanation can be found for these few exceptions. It appears that the same time span applies whether the request is made to a CIN library or to one outside the CIN area.

VERIFICATION

A perusal of the patron requests, or the ILL requests, which were submitted by the participants indicated that in almost all instances the librarian verified the data in appropriate bibliographic sources. The number of non-filled requests with the reason that inaccurate or inadequate information was given is almost infinitesimal. As a result, the survey proved that the librarians were verifying the requested information and were utilizing the bibliographic sources at their command.

OBJECTIVES 4 AND 5

The next two objectives were:

no. 4. The sources for the loan which were not approached for one reason or another

no. 5. The checking of major California catalogs to see if easy sources could have produced better results.

Even though seven libraries did not submit copies of their ILL forma for supporting data; even though some of the ones received were difficult to interpret; even though others did not note the results on the copies of the ILL forms they did send, a sampling of 35 non-filled ILL requests for the first two weeks from

two libraries--Santa Clara County and Santa Cruz Public--were analyzed with these two objectives in mind. The following sources found at the Stanford University Libraries were checked:

1. Stanford University Public Catalog.
2. California University Library. Author-Title Catalog and the 1963-67 supplement.
3. National Union Catalog and all its supplements.
4. Books in Print, 1974.
5. Forthcoming Books.

The results were as follows:

Stanford University Public Catalog:

9 titles in the Main Library
2 titles in Art Library (non-circulating)
1 title in Felton Library (non-circulating)
1 title in Hoover Institution
1 title in Lane Medical Library
1 title in Main Library and Law Library
1 title in Graduate School of Business (non-circulating)
1 title in Main Library, Hoover Institution, Lane Medical Library, Graduate School of Business

National Union Catalog:

7 titles listed only in Library of Congress
1 title listed in 12 libraries
1 title listed in 10 libraries
1 title listed in 3 libraries

University of California, Berkeley, Catalog:

5 titles in Main collections
1 title in Bancroft, Architecture Library

Books in Print, 1974:

1 title noting that publication date not released yet.

Forthcoming Books:

1 title

Thus, 50% of the non-filled requests were found in the Stanford University Public Catalog, 29% in the National Union Catalog, 17% in the University of California catalogs, and the remaining 4% as "not published yet".

Interestingly, the imprint dates for the sampling of 35 requests ran the gamut from 1909 through 1974, not including the two "not released yet". There were:

Prior to 1910..... 1 title (1909)
The 1910's..... 3 titles (1911,12,15)
The 1920's..... 2 titles (1922,29)
The 1930's..... 2 titles (1930,39)
The 1940's..... 4 titles (1942,45,46,48)
The 1950's..... 4 titles (1952,54,57,57)
The 1960's..... 7 titles (1962,65,65,65,66,67,68)
The 1970's..... 10 titles (1970,70,70,71,72,73, and 4 in 1974)
Not released yet.. 2 titles

OBJECTIVE 6

The last objective, number 6, "The type of material for which we were not able to provide the loan" also produced some anticipated yet unusual information. The requests covered a wide spectrum of patron interests. This is illustrated below from the sampling of the 35 non-filled requests:

Arts..... 5
Biography...2
Fiction.....5
Hobbies.....3
Law.....2
Philosophy..1
Psychology..3
Religion....4
Science.....1
Voyages.....4
Transportation...5

It is now known that most of the material, 70% was available either at Stanford University or University of California, Berkeley. The remainder could have eventually been obtained for the patron to complete the transaction and thereby achieve a 100% rating.

CONCLUSION:

The four county CIN network through the cooperation of the 20 participating libraries of all types engendered a great amount of interlibrary loan requests during the five-week survey period. This activity was ably handled either within the network or through libraries outside the area. As expected some libraries had no activity especially the four school districts, two community colleges, and one special library (non-profit). Comparatively few requests were initiated in one each of the other five types of libraries--college, community college, public, special (profit), and special (non-Profit). On the other hand, nine libraries depended solely or more than 60% of their requests on CIN facilities. In turn, all the libraries used CIN to obtain information.

The two northern CIN counties, which have larger populations, more libraries of every type including special, and vast library collections, depend principally on libraries outside the area to obtain interlibrary loan materials. San Mateo County through its Peninsula Library Service (PLS), which includes all the public libraries, has an excellent union catalog and thus can provide ready access to materials or information already listed as owned in the county. Santa Clara County also has its South Bay Area Reference Network (SBARN), which includes all the public libraries excepting Palo Alto and Los Gatos. It too can provide ready access to materials.

The two south CIN counties,which have a smaller population, fewer libraries, not many special libraries, and not as many large collections, depend heavily on the Monterey Bay Area Cooperative (MOBAC), which includes all the public libraries. These two counties are not only new to the CIN network but they were hampered for two obvious reasons:

1. Their own library directory was first released during the survey period.
2. They had never received copies of the northern counties directory which is detailed by type of library and has an excellent subject index to available library collections.

As a result, the two south bay counties did not use the north county CIN libraries excepting in rare instances. The two exceptions, as expected, were the Monterey Institute of Foreign Studies and the University of California, Santa Cruz.

From this study, it is apparent that the CIN network is fulfilling its major objective to provide better library service to all its constituents. Interlibrary lending is an integral part of this service with requests being submitted via TWX, telephone, or ILL form. For the five weeks, the completed transactions, 59% a combination of filled requests and non-filled requests with reasons, far outweighed the non-filled requests with no reply, 41%. The latter part of the survey period, as expected, had the greatest number of "no replies." For that reason, the study was extended to include the activity for the first two weeks. Again, the completed transactions, 80%, outweighed the non-filled requests with no reply, 32% and for the two week period, 83% vs. 34%.

The appalling fact in the whole survey is the number of non-filled requests with no reply. This is 32% and is illustrated in Table V of the first two week period. This problem is apparent both in the CIN libraries and in requests sent outside the area. One expects longer delays if requests are made outside the state, which is the main source of material for the universities and colleges. However, the number of requests sent to the State Library, Sacramento, with no replies received even five weeks later, was astonishing. This served to substantiate the reactions of the librarians consulted prior to the survey period.

The time span required to receive information from a library, or a reason for not filling a request, is understandable in some instances. Poor postal service and inadequate ILL staffing in many libraries to handle the volume of ILL requests, particularly the larger insitutions, is common knowledge. This contributes to the time lag. Libraries with TWX terminals are more fortunate for they can obtain information the same day; but many times they must still depend on the postal service for delivery. The public Library Service (San

Mateo County), the South Bay Area Reference Network (Santa Clara County), and the Monterey Bay Area Cooperative (Monterey and Santa Cruz Counties) all have delivery service within their own jurisdictions. Lacking, is a total CIN network delivery service to expedite receipt of materials.

The sampling analysis of non-filled requests with no reply illustrated that if the biliographical resources of the major library in the CIN network, Stanford University, had been contacted, the requesting library could have located the material in the Bay Area, 70%,and the remainder elsewhere in the country. All know that the public and county libraries have to utilize first the union catalog of the State Library, Sacramento; but it does not preclude a library from contacting a member CIN library. Each type of CIN library has its own channels to obtain material. However, one must not forget the vast resources available in the CIN network and each library must make maximum use of these.

RECOMMENDATIONS

The CIN/ILL Non-Filled Request Study should be repeated not later than two years. It is possible that the present study was initiated too soon after the CIN network was extended to include the south bay counties of Monterey and Santa Cruz. Thus these counties were not prepared to consider using the facilities of the two north counties because they were not CIN oriented nor did they have the directories. After the four counties have worked closely together for a longer time period the results may indeed show greater cooperative relationships.

The study should extend over a longer period than five weeks, possibly as long as three months and not shorter than two months. Before each participating

library sends in the data it should continue to record the replies for a minimum of another month to provide an opportunity for the requestor library to reply or to send the material.

In addition, each participating library should submit the supporting data if requested. Provision should also be made to determine whether or not the request has been completed to the satisfaction of the patron and the librarian. The receipt of a book does complete the transaction, but a non-filled request with reasons may or may not satisfy the patron or the librarian. The study should also begin in early autumn and the consultant given a longer time to compile, analyze, and prepare the report.

Hopefully, sometime in the future a four county delivery service can be established to expedite all CIN oriented ILL requests.

TABLE I

OVERALL COMPARISON OF FILLED AND NON-FILLED ILL REQUESTS
March 3 to April 7, 1975

	Total Requests	Total Filled Requests	Total Non-Filled Requests	% Total Non-Filled Requests	Total Non-Filled Requests No Reply	Total Non-Filled Requests-Reasons	% Total Non-Filled Requests-Reasons
Univ/Colleges							
Menlo College	7	1	6	86%	3	3	50%
Monterey Inst.	118	60	58	49%	39	19	33%
Stanford	249	93	156	63%	79	77	50%
UC-Santa Cruz*	278*	131	147	53%	84	63	42%
Univ. Santa Clara	27	6	21	86%	7	14	66%
Community Colleges							
Coll.of San Mateo	55	13	42	76%	15	27	64%
DeAnza College			No activity				
Hartnell Coll.	15	7	8	53%	2	6	75%
Public Libraries							
Salinas Public	6	1	5	83%	0	5	100%
San Mateo Co.	634	100	534	84%	322	212	40%
Santa Clara Co.	255	24	231	90%	176	55	24%
Santa Cruz Pub.	196	107	89	45%	35	54	61%
School Districts							
Pajaro Valley Un.			No activity				
Santa Clara Co.Un.			No activity				
Special (Profit)							
Alza Research**	71	20	51	67%	31	20	40%
CTB-McGraw Hill	5	2	3	60%	1	2	70%
United Airlines	30	16	14	47%	6	8	57%
Special (non-Prof)							
Educ.Res.Cn't.S.M.	3	1	2	70%	0	2	100%
Environmental Prd. Res. Fac.	20	10	10	50%	4	6	60%
Santa Clara Val. Med.Center	76	26	50	66%	36	14	28%
Total	2,045	618	1,427	70%	840	587	41%

* Does not include requests which go directly to UC, Berkeley
** Does not include liaison with Stanford

TABLE II

Comparison of Filled and Non-Filled ILL Requests to CIN Libraries
March 3--April 7, 1975

	Total Requests	Total CIN Requests	Total CIN Filled Requests	Total CIN Non-Filled Requests	% Total CIN Non-Filled Requests	Total CIN Non-Filled Requests & No Reply	Total CIN Non-Filled Requests With Reason	% Total CIN Non-Filled Requests With Reason
Univ/Colleges								
Menlo Coll.	7	5	1	4	80%	1	3	75%
Monterey Inst.	118	71	44	27	38%	19	8	29%
Stanford	249	7	3	4	57%	2	2	50%
UC-Santa Cruz	278	12	2	10	80%	4	6	60%
Univ. of Santa Clara	27	9	4	5	55%	0	5	100%
Community Coll.								
Coll. of San Mateo	55	47	9	38	81%	13	25	66%
De Anza Coll.				No activity				
Hartnell Coll.	15	11	2	9	80%	3	6	66%
Public Libraries								
Salinas Pub.	6	6	1	5	83%	0	5	100%
San Mateo Co.	854	57	15	42	74%	36	6	14%
Santa Clara Co.	255	36	10	26	72%	15	11	42%
Santa Cruz Pub.	196	196	107	89	45%	35	54	61%
School Districts								
Pajaro Valley				No activity				
Santa Clara Co.				No activity				
Special (Profit)								
Alza Res.*	71	16	7	9	56%	3	6	66%
CTB-McGraw Hill	5	5	2	3	60%	1	2	66%
United Airlines	30	10	4	6	60%	0	6	100%
Special (Non-Profit								
Educ. Res. Ct. S.M.	3	3	1	2	66%	0	2	100%
Envir.Pred. Res. Fac.	20	15	8	7	47%	4	3	43%
S.C.Valley Med. Cent.	76	26	16	10	38%	8	2	20%
Total	2,045	532	236	296	60%	144	152	52%

* Does not include requests which go directly to Stanford

TABLE III

Overall Comparison of Reasons for Non-Filled ILL Requests
March 3-April 7, 1975

	In Circ	Lost	On Search	On Hold	On Reserve	Non-Circ	Not Owned	Inacc. Info.	Misc.	Total Non-Filled with Reasons	Total Non-Filled and no reply	% Total Non-Filled Request with Reason
Univ/Colleges												
Menlo Coll.		1				2				3	3	50%
Monterey Inst.	1	5	6	1	1	2	2		1	19	39	33%
Stanford			14	10		25	26	1	1	77	79	50%
UC-Santa Cruz	4	3	17	9	2	5	22	1		63	84	42%
Univ. of Santa Clara	1		1			1	9	1	1	14	7	66%
Community Coll.												
Coll. of San Mateo		2				18	5		2	27	15	64%
De Anza Coll.							No Activity					
Hartnell Coll.	3			2			1			6	2	75%
Public Libraries												
Salinas Pub.							5			5	0	100%
San Mateo Co.		1	2		13	12	181			212	322	40%
Santa Clara Co.	3					1	51			55	176	24%
Santa Cruz Pub.	6			14			29			54	35	61%
School Districts												
Pajaro Valley							No Activity					
Santa Clara Co.							No Activity					
Special (Profit)												
Alza Res.	1		3				14	1	1	20	31	40%
CTB-McGraw Hill			1				1			2	1	70%
United Airlines	1					2	4			8	6	57%
Special (Non-Profit												
Educ. Res. Ct. S.M.						1	1			2	0	100%
Envir.Pred. Res. Fac.		1					5			6	4	60%
S.C.Valley Med. Cent.				4			10			14	36	28%
Total	20	13	44	40	16	72	366	4	6	587	840	41%

TABLE IV

Comparison of Reasons for Non-Filled ILL Requests to CIN Libraries
March 3-April 7, 1975

	In Circ	Lost	On Search	On Hold	On Reserve	Non-Circ	Not Owned	Inacc Info.	Total Non-Filled with reasons	Total Non-Filled & No reply	% Total Non-Filled Requests With Reason
Univ/Colleges											
Menlo Coll.		1				2			3	1	75%
Monterey Inst.	1		4		1	2			8	19	29%
Stanford				1			1		2	2	50%
UC-Santa Cruz						3	3		6	4	60%
Univ. of Santa Clara	1					1	3		5	0	100%
Community Coll.											
Coll. of San Mateo		2				18	5		25	13	66%
De Anza Coll.						No activity					
Hartnell Coll.	3						3		6	3	66%
Public Libraries											
Salinas Pub.							5		5	0	100%
San Mateo Co.					3		1		6	36	14%
Santa Clara Co.	3						8		11	15	42%
Santa Cruz Pub.	6			14		5	29		54	35	61%
School Districts											
Pajaro Valley						No activity					
Santa Clara Co.						No activity					
Special (Profit)											
Alza Res.		1					4	1	6	3	66%
CTB-McGraw Hill		1					1		2	1	66%
United Airlines						1	5		6	0	100%
Special (Non-Profit											
Educ. Res. Ct. S.M						1	1		2	0	100%
Envir.Pred. Res. Fac.		1					2		3	4	43%
S.C.Valley Med. Cent.							2		2	8	20%
Total	14	6	4	15	6	33	73	1	152	144	52%

TABLE V

Overall Comparison of Filled and Non-Filled ILL Requests
March 3-14, 1975

Univ/Colleges	Total Requests	Total Filled Requests	Total Non-Filled Requests	% Total Non-Filled Requests	Total Non-Filled Requests And no reply	Total Non-Filled Requests with reasons	% Total Non-Filled Requests with Reasons
Menlo Coll.	3	0	3	100%	1	2	66%
Monterey Inst.	50	30	20	40%	26	14	70%
Stanford	107	44	63	59%	20	43	68%
UC-Santa Cruz	113	68	45	40%	9	36	80%
Univ. of Santa Clara	14	2	12	86%	2	10	83%
Community Coll.							
Coll. of San Mateo	20	4	16	80%	7	9	56%
De Anza Coll.				No Activity			
Hartnell Coll.	6	3	3	50%	0	3	100%
Public Libraries							
Salinas Pub.	2	0	2	100%	0	2	100%
San Mateo Co.	178	36	142	80%	34	108	76%
Santa Clara Co.	105	19	86	82%	42	44	51%
Santa Cruz Pub.	81	51	30	37%	9	21	70%
School Districts							
Pajaro Valley				No Activity			
Santa Clara Co.				No Activity			
Special (Profit)							
Alza Res.	31	4	27	87%	15	12	44%
CTB-McGraw Hill	5	2	3	60%	1	2	66%
United Airlines	16	9	7	44%	0	7	100%
Special (Non-Profit							
Educ. Res. Ct. S.M.	3	1	2	66%	0	2	100%
Envir.Pred. Res. Fac.	3	3	0	0			
S.C.Valley Med. Cent.	27	10	17	63%	7	10	59%
Total	764	286	478	63%	153	325	68%

TABLE VI

Comparison of Filled and Non-Filled ILL Requests to CIN Libraries
March 3-14, 1975

Univ/Colleges	Total Requests	Total CIN Requests	Total CIN Filled Requests	Total CIN Non-Filled Requests	% Total CIN Non-Filled Requests	Total CIN Non-Filled Requests & no reply	Total CIN Non-Filled Requests with Reasons	% Total CIN Non-Filled Requests with Reasons
Menlo Coll.	3	3	0	3	100%	1	2	66%
Monterey Inst.	50	26	14	12	46%	8	4	33%
Stanford	107	3	1	2	66%	0	2	100%
UC-Santa Cruz	113	1	0	1	100%	0	1	100%
Univ. of Santa Clara	14	3	1	2	66%	0	2	100%
Community Coll.								
Coll. of San Mateo	20	17	4	13	80%	4	9	70%
De Anza Coll.				No Activity				
Hartnell Coll.	6	4	1	3	75%	0	3	100%
Public Libraries								
Salinas Pub.	2	2	0	2	100%	0	2	100%
San Mateo Co.	178	9	1	8	90%	6	2	25%
Santa Clara Co.	105	17	9	8	47%	4	4	50%
Santa Cruz Pub.	81	81	51	30	37%	9	21	70%
School Districts								
Pajaro Valley				No Activity				
Santa Clara Co.				No Activity				
Special (Profit)								
Alza Res.	31	6	2	4	66%	1	3	75%
CTB-McGraw Hill	5	5	2	3	66%	1	2	66%
United Airlines	16	8	2	6	75%	0	6	100%
Special (Non-Profit								
Educ. Res. Ct. S.M.	3	3	1	2	66%	0	2	100%
Envir.Pred. Res. Fac.	3	1	1	0		0	0	
S.C.Valley Med. Cent.	27	10	8	2	20%	0	2	100%
Total	764	199	98	101	51%	34	67	66%

TABLE VII

Overall Comparison of Reasons for Non-Filled ILL Requests
March 3-14, 1975

	In Circ	Lost	On Search	On Hold	On Reserve	Non-Circ	Not Owned	Inacc. Info.	Misc.	Total Non-Filled with Reasons	Total Non-Filled and no reply	% Total Non-Filled Requests with Reasons
Univ/Colleges												
Menlo Coll.						2				2	1	66%
Monterey Inst.	2	8			1	1	1		1	14	6	70%
Stanford	2	12		5		14	9	1		43	20	68%
UC-Santa Cruz	5	12		4	1	2	12			36	9	80%
Univ. of Santa Clara	1	1					7	1		10	2	83%
Community Coll.												
Coll. of San Mateo	1					7	1			9	7	56%
De Anza Coll.	No Activity											
Hartnell Coll.	1			2						3	0	100%
Public Libraries												
Salinas Pub.							2			2	0	100%
San Mateo Co.		1			1	2	104			108	34	76%
Santa Clara Co.							44			44	42	51%
Santa Cruz Pub.		1			5	4	11			21	9	70%
School Districts												
Pajaro Valley	No Activity											
Santa Clara Co.	No Activity											
Special (Profit)												
Alza Res.	1						11			12	15	44%
CTB-McGraw Hill		1					1			2	1	66%
United Airlines	1					1	5			7	0	100%
Special (Non-Profit												
Educ. Res. Ct. S.M						1	1			2	0	100%
Envir.Pred. Res. Fac.										0	0	---
S.C.Valley Med. Cent.	1			3			6			10	7	59%
Total	15	36		14	8	34	215	2	1	325	153	68%

TABLE VIII

Comparison of Reasons for Non-Filled ILL Requests to CIN Libraries
March 3-14, 1975

	In Circ	Lost	On Search	On Hold	On Reserve	Non-Circ	Not Owned	Inacc. Info.		Total Non-Filled with Reasons	Total Non-Filled and no Reply	% Total Non-Filled Requests with Reasons
Univ/Colleges												
Menlo Coll.						2				2	1	66%
Monterey Inst.		2			1	1				4	8	33%
Stanford				1		1				2	0	100%
UC-Santa Cruz						1				1	0	100%
Univ. of Santa Clara	1						1			2	0	100%
Community Coll.												
Coll. of San Mateo	1					7	1			9	4	70%
De Anza Coll.						No Activity						
Hartnell Coll.	1			2						3	0	100%
Public Libraries												
Salinas Pub.						2				2	0	100%
San Mateo Co.					1		1			2	6	25%
Santa Clara Co.							4			4	4	50%
Santa Cruz Pub.				1	1	4	11			21	9	70%
School Districts												
Pajaro Valley						No Activity						
Santa Clara Co.						No Activity						
Special (Profit)												
Alza Res.							3			3	1	75%
CTB-McGraw Hill		1					1			2	1	66%
United Airlines						1	5			6	0	100%
Special (Non-Profit												
Educ. Res. Ct. S.M						1	1			2	0	100%
Envir.Pred. Res. Fac.										--	--	--
S.C.Valley Med. Cent.							2			2	0	100%
Total	3	3		4	3	20	34			67	34	66%

TABLE IX

Overall Comparison of Total Completed Ill Requests
March 3-April 7, 1975

Univ/Colleges	Total Requests	Total Filled Requests	Total Non-Filled Requests With Reasons	Total Completed Requests	% Total Completed Requests
Menlo Coll.	7	1	3	4	56%
Monterey Inst.	118	60	19	79	67%
Stanford	249	93	77	170	68%
UC-Santa Cruz	287	131	63	194	70%
Univ. of Santa Clara	27	6	14	20	74%
Community Coll.					
Coll. of San Mateo	55	13	27	40	73%
De Anza Coll.	No activity				
Hartnell Coll.	15	7	6	13	87%
Public Libraries					
Salinas Pub.	6	1	5	6	100%
San Mateo Co.	634	100	212	312	40%
Santa Clara Co.	255	24	55	79	31%
Santa Cruz Pub.	196	107	54	161	82%
School Districts					
Pajaro Valley	No activity				
Santa Clara Co.	No activity				
Special (Profit)					
Alza Res.	71	20	20	40	56%
CTB-McGraw Hill	5	2	2	4	80%
United Airlines	30	16	8	24	80%
Special (Non-Profit					
Educ. Res. Ct. S.M.	3	1	2	3	100%
Envir.Pred. Res. Fac.	20	10	6	16	80%
S.C.Valley Med. Cent.	76	26	14	40	53%
Total	2,045	618	587	1,205	59%

TABLE X

Overall Comparison of Total CIN Completed ILL Requests
March 3-April 7, 1975

Univ/Colleges	Total Requests	Total CIN Requests	Total Filled Requests	Total CIN Non-Filled Requests With Reasons	Total Completed CIN Requests	% Total Completed CIN Requests
Menlo Coll.	7	5	1	3	4	80%
Monterey Inst.	118	71	44	8	52	73%
Stanford	249	7	3	2	5	71%
UC-Santa Cruz	278	12	2	6	8	67%
Univ. of Santa Clara	27	9	4	5	9	100%
Community Coll.						
Coll. of San Mateo	55	47	9	25	34	72%
De Anza Coll.	No activity					
Hartnell Coll.	15	11	2	6	8	73%
Public Libraries						
Salinas Pub.	6	6	1	5	6	100%
San Mateo Co.	634	57	15	6	21	37%
Santa Clara Co.	255	36	10	11	21	60%
Santa Cruz Pub.	196	196	107	54	161	82%
School Districts						
Pajaro Valley	No activity					
Santa Clara Co.	No activity					
Special (Profit)						
Alza Res.*	71	16	7	6	13	80%
CTB-McGraw Hill	5	5	2	2	4	80%
United Airlines	30	10	4	6	10	100%
Special (Non-Profit						
Educ. Res. Ct. S.M.	3	3	1	2	3	100%
Envir.Pred. Res. Fac.	20	15	8	3	11	73%
S.C.Valley Med. Cent.	76	26	16	2	18	70%
Total	2,045	532	236	152	388	73%

*Does not include requests which go directly to Stanford

TABLE XI

Overall Comparison of Total Completed ILL Requests
March 3-14, 1975

Univ/Colleges	Total Requests	Total Filled Requests	Total Non-Filled Requests with Reasons	Total Completed Requests	% Total Completed Requests
Menlo Coll.	3	0	2	2	67%
Monterey Inst.	50	30	14	44	88%
Stanford	107	44	43	87	81%
UC-Santa Cruz	113	68	36	104	92%
Univ. of Santa Clara	14	2	10	12	90%
Community Coll.					
Coll. of San Mateo	20	4	9	13	65%
De Anza Coll.			No activity		
Hartnell Coll.	6	3	3	6	100%
Public Libraries					
Salinas Pub.	2	0	2	2	100%
San Mateo Co.	178	36	108	144	81%
Santa Clara Co.	105	19	44	63	60%
Santa Cruz Pub.	81	51	21	72	90%
School Districts					
Pajaro Valley			No activity		
Santa Clara Co.			No activity		
Special (Profit)					
Alza Res.	31	4	12	16	51%
CTB-McGraw Hill	5	2	2	4	80%
United Airlines	16	9	7	16	100%
Special (Non-Profit					
Educ. Res. Ct. S.M.	3	1	2	3	100%
Envir.Pred. Res. Fac.	3	3	0	3	100%
S.C.Valley Med. Cent.	27	10	10	20	74%
Total	764	286	325	611	80%

TABLE XII

Overall Comparison of Total CIN Completed ILL Requests
March 3-14, 1975

Univ/Colleges	Total Requests	Total CIN Requests	Total CIN Filled Requests	Total CIN Non-Filled Requests with Reasons	Total Completed CIN Requests	% Total Completed CIN Requests
Menlo Coll.	3	3	0	2	2	67%
Monterey Inst.	50	26	14	4	18	69%
Stanford	107	3	1	2	3	100%
UC-Santa Cruz	113	1	0	1	1	100%
Univ. of Santa Clara	14	3	1	2	3	100%
Community Coll.						
Coll. of San Mateo	20	17	4	9	13	76%
De Anza Coll.			No activity			
Hartnell Coll.	6	4	1	3	4	100%
Public Libraries						
Salinas Pub.	2	2	0	2	2	100%
San Mateo Co.	178	9	1	2	3	33%
Santa Clara Co.	105	17	9	4	13	76%
Santa Cruz Pub.	81	81	51	21	72	90%
School Districts						
Pajaro Valley			No activity			
Santa Clara Co.			No activity			
Special (Profit)						
Alza Res.	31	6	2	3	5	83%
CTB-McGraw Hill	5	5	2	2	4	80%
United Airlines	16	8	2	6	8	100%
Special (Non-Profit						
Educ. Res. Ct. S.M.	3	3	1	2	3	100%
Envir.Pred. Res. Fac.	3	1	1	0	1	100%
S.C.Valley Med. Cent.	27	10	8	2	10	100%
Total	764	199	98	67	165	83%

TABLE XIII

The Overall Time Spans from Initial Patron Request to Either Receipt of Material or Reasons Why Material Not Sent

March 3--April 7, 1975

	Date patron request made & ILL request sent	Date material received in Library	Date & reason why material not sent
Univ/Colleges			
Menlo Coll.	1-6 days	8 days	same day-3 days
Monterey Inst.	same day-5 days	same day-4 weeks	same day-19 days
Stanford	same day-2 weeks *	5 days-3 months*	4 days-3 weeks
UC-Santa Cruz	same day-15 days*	3-days-4 weeks*	3 days-2 weeks
Univ. of Santa Clara	same day-3 days	1-27 days	not given
Community Coll.			
Coll. of San Mateo	same day-2 days	same day-4 days	same day-5 days
De Anza Coll.	No activity		
Hartnell Coll.	same day-2 weeks	2 days-1 month	not given
Public Libraries			
Salinas Pub.	same day-2 days	7 days	2 days
San Mateo Co.	1 day-1 month*	same day-3 weeks	same day-3 weeks
Santa Clara Co.	same day-2 weeks	3 days-1 month	same day-1 month
Santa Cruz Pub.	same day-2 days	same day-1 month	not given
School Districts			
Pajaro Valley	No activity		
Santa Clara Co.	No activity		
Special (Profit)			
Alza Res.	same day-2 weeks	3 days-2 weeks	1-8 days
CTB-McGraw Hill	same day	same day	1-4 days
United Airlines	same day-10 days	7-13 days	not given
Special (Non-Profit			
Educ. Res. Ct. S.M.	1 day	6 days	same day-1 day
Envir.Pred. Res. Fac.	same day-2 weeks*	2-13 days	same day-11 days
S.C.Valley Med. Cent.	same day-2 weeks	3-20 days	not give

* Various reasons for time lag: request not filled in one library and need to try others, etc.

TABLE XIV

The Time Spans from Initial Patron Request to Either Receipt of Material or Reasons Why Material Not Sent to CIN Libraries

March 3--April 7, 1975

	Date patron request made & ILL request sent	Date material received in Library	Date & reason why material not sent
Univ/Colleges			
Menlo Coll.	1-6 days	8 days	same day-3 days
Monterey Inst.	same day-5 days	same day-18 days	6-19 days
Stanford	same day-two weeks*	8-12 days	6-7 days
UC-Santa Cruz	same day-15 days *	6-13 days	3-9 days
Univ. of Santa Clara	same day-3 days	1-12 days	not given
Community Coll.			
Coll. of San Mateo	same day-2 days	same day-4 days	same day-5 days
De Anza Coll.	No Activity		
Hartnell Coll.	same day-2 weeks	2-4 days	not given
Public Libraries			
Salinas Pub.	same day-2 days	7 days	2 days
San Mateo Co.	Same day-3 weeks*	same day-2 weeks	same day-2 days
Santa Clara Co.	same day-2 weeks	3 days-2 weeks	same day-11 days
Santa Cruz Pub.	same day-2 days	same day-1 month	not given
School Districts			
Pajaro Valley	No activity		
Santa Clara Co.	No activity		
Special (Profit)			
Alza Res.	same day-2 weeks	5-9 days	6-8 days
CTB-McGraw Hill	same day	same day	1-4 days
United Airlines	same day-2 days	5-13 days	not given
Special (Non-Profit			
Educ. Res. Ct. S.M	1-day	6-days	same day-1 day
Envir.Pred. Res. Fac.	same day-2weeks*	2-13 days	same day-11 days
S.C.Valley Med. Cent.	same day-6 days	3-20 days	not given

*Various reasons for time lag: request not filled in one library and need to try others, etc.

CIN/ILL FAILURE STUDY PROPOSAL
Submitted by Jack Plotkin
Chief Circulation Librarian Emeritus
Stanford University Library

With over 250 libraries from four counties participating in CIN, the question arises "Are the existing interlibrary loan arrangements handling the needed requests from local patrons in each type of library - academic, community college, public, school or special". A perusal of the monthly statistics only tells that requests are made, are filled (or unfilled) or are not available. It does not indicate the extent to which the librarian attempted to locate the desired material nor to which libraries the request was made. Thus a study of selected libraries in the 4 counties to determine the reasons for ILL failures seems necessary.

As the largest libraries in the 4 counties and those with the most ILL requests, the three academic institutions in Santa Clara County should be included: University of Santa Clara, San Jose State University and Stanford University. In addition the following should be added:

1. a community college library from each county
2. a major public library from each county
3. a school district library from each county
4. a special profit and one non-profit library....

...this makes a total of 23 libraries to be surveyed.

After selection of the libraries, contact should be made with the head librarians to determine whether or not they would participate in an ILL study. If they agree, each head librarian and the staff member assigned to the project should be consulted about the purposes and extent of the study. After this initial contact, the survey material should again be personally delivered to each librarian and discussed. The survey itself should not take longer than one month, possibly from mid-February to mid-March..or the month of March itself. Detailed data would be maintained by each library. This should include the original patron request, the sources checked by the librarian, the libraries contacted, the reasons why not filled, the time frame within which the patron wanted the item and the time it took to receive a reply. One might even consider the type of material requested and whether or not this is available in the four counties. As needed the consultant would visit the libraries for further discussion and followup.

At the end of the specified survey period for non-filled requests, the consultant would analyze the data and prepare a report which would include the following:

1. The places to which the libraries turned for the loan
2. the time frame within which the patron wanted the item
3. the time it took to receive a reply from the library
4. the sources for the loan which were not approached for one reason or another
5. the type of material where we were not able to provide the loan
6. the checking of major California catalogs to see if easy sources could have provided better service.

As the report develops, undoubtedly other matters would be considered and incorporated into the final report. This analysis should be completed and presented to the CIN Council within two weeks after the survey data is collected.

CIN
COOPERATIVE INFORMATION NETWORK
LIBRARY COOPERATIVE ■ SANTA CLARA, SAN MATEO, SANTA CRUZ & MONTEREY COUNTIES

Room 205, Main Library
Stanford University Libraries
Stanford, CA 94305
Telephone: 329-8287

February 14, 1975

Dear

The CIN Board has commissioned me to conduct the CIN/ILL Failure Study. Hopefully, this will determine whether or not existing ILL arrangements are adequate and whether or not the causes of ILL failures can be solved. We decided to include a representative from each type of library from each county--academic, community college, public, school district, and special. Your library has been selected to participate in the study if you agree. I will telephone you on February 20 to set up an appointment so we can discuss with you and your ILL staff member the details of the month-long study.

Each library participating in the study would be asked to maintain detailed data during the month of March to include the following:

1. the original patron request
2. the sources checked by the librarian
3. the libraries contacted
4. the reasons why not filled
5. the time frame in which the patron wanted the the item and the time it took to receive a reply
6. the type of material requested and whether or not it is available in the four counties.

At the end of the month-long survey, I would analyze and prepare a report to the CIN Board and for distribution to the four county CIN members.

I sincerely hope you will be willing to participate. In any event, I will call you on February 20.

Sincerely,

Jack Plotkin
CIN/ILL Failure Study Consultant

JP:mm

CIN/ILL Non-Filled Request Study
Visits to Libraries
Feb. 24-March 3, 1975

Thursday-Friday February 20-21--Telephone calls were made to each librarian asked to participate in the study and appointments set up to visit each library.

Visits were made as follows:

Mon. Feb.24--	10:30 a.m.	Menlo College--Mr. Drury and Miss McLaughlin
	1:00 p.m.	University of Santa Clara--Miss Hoskins
	3:30 p.m.	Santa Clara County Unified School District--Mrs. Koepernik
Tues. Feb.25	10:00 a.m.	Salinas Public Library--Miss Plummer
	1:30 p.m.	Pajaro Valley Unified School District--Mrs. Fisher
	3:30 p.m.	Hartnell College--Mrs. Maher
Wed. Feb.26	9:30 a.m.	Environmental Prediction Research Facility--Mr. Rettenmaier
	11:00 a.m.	CTB--McGraw Hill--Mrs. Rodriquez
	2:30 p.m.	Monterey Institute for Foreign Studies--Dr. Schroeder and Mr. Demmer
Thurs. Feb. 27	9:30 a.m.	Santa Cruz Public Library--Mrs. Hatterman
	Noon	University of California, Santa Cruz --Mrs. Hodgson
	3:30 p.m.	Research Center, Stone Institute--Miss Craig
Fri. Feb.28	9:00 a.m.	DeAnza College Learning Center--Mr. Korn and Miss Martin
	10:00 a.m.	Alza Research--Miss Laird
	11:00 a.m.	Educational Research Center, San Mateo County--Mrs. Clemens
	2:00 p.m.	College of San Mateo--Miss Chaw
	3:30 p.m.	United Airlines--Mrs. Whitney
Mon. Mar.3	9:00 a.m.	Stanford University--Mr. Denham
	10:30 a.m.	San Mateo County Free Library--Miss Scott and staff
	2:00 p.m.	Santa Clara County Free Library--Mrs. Thomas and staff
	3:30 p.m.	Santa Clara Valley Medical Center--Miss Pollex

APPENDIX IV

CIN/ILL Non-Filled Request Study

_____Library

From_____to_____1975

The CIN/ILL Non-Filled Request Study concerns only outgoing ILL requests from you library. We are not interested in your incoming ILL requests.

If possible, please use ALA Interlibrary Loan Request Form as per the attached sample and make a separate copy to send to me. If you have a TWX machine, simply xerox the TWX request. Be sure to include the following in any event:

1. The original patron request
2. The sources the librarian checked
3. The libraries contacted
4. The reasons why request not filled.

For the five week long survey, will you please maintain sheet A (also attached) for all outgoing requests.

Please send me all the data for the first two weeks of the survey as soon as it is completed ( ). The remaining data should be sent at the end of the survey period ( ) to the following address:

CIN
Room 205, Main Library
Stanford University Libraries
Stanford, California 94305

TABLE IV

CIN/INTERLIBRARY LOAN STUDY

All Outgoing Requests

_____Library

From_____to_____1975

Request sent to (library)	Date patron request made	Date ILL request sent	Date Material received in library	Date & reason why material not sent